



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/431,017	11/01/1999	CLARE M. ANDERSON	DAVOX-164XX	8138
28452	7590	04/20/2005	EXAMINER	
BOURQUE & ASSOCIATES, P.A. 835 HANOVER STREET SUITE 303 MANCHESTER, NH 03104			NGUYEN, QUYNH H	
			ART UNIT	PAPER NUMBER
			2642	

DATE MAILED: 04/20/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/431,017

Applicant(s)

ANDERSON ET AL.

Examiner

Quynh H Nguyen

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 22 November 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1,4-25 and 27-36 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1,4-25 and 27-36 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

## DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

### ***Claim Rejections - 35 USC § 103***

2. Claims 1, 4-15, 17-25, and 27-33, and 36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Szlam et al. (U.S. Patent 5,594,791) in view of Carney (U.S. Patent 5,784,452).

Referring to claim 1, Szlam et al. teach the steps of: establishing call center resource data corresponding to plurality of different resources available within the call center (col. 7, lines 45-65); presenting to a user (col. 4, lines 62-63 - system administrator) plurality of different resources defined by resource data; receiving user selections of selected resources from the plurality of different resources presented to the user (col. 4, lines 42-57 and 62-67 - assigning agents to different campaigns by the system administrator); assigning selected resources to a relationship profile (customer service center); assigning a relationship key field corresponding to relationship profile to call center resource data for each of selected resources assigned to relationship profile and using relationship key field to manage call center (col. 7, lines 45-65); wherein call center resource data is organized by function into a plurality of resource categories (col. 5, lines 24-30 - "goals") including the steps of: presenting to user (col. 4, lines 62-63 - system administrator) plurality of resource categories; wherein the plurality of resources

Art Unit: 2642

(col. 7, lines 45-65 and col. 8, lines 49-54) within selected resource category are presented for selection by user; and wherein plurality of resource categories include inbound dialed number identification service (col. 8, line 53), queues (col. 9, lines 35-54), campaigns (col. 7, lines 45-46).

Szlam et al. do not teach agent workgroups and individual agents and call tables as one of the resource categories.

Carney teaches agent workgroups (col. 2, lines 22-29), individual agent (col. 2, lines 57-61 - the agent belong to a workgroup), and call tables (col. 1, lines 63-65 - system routing calls).

It would have been obvious to one of ordinary skill in the art at the time of the invention was made to incorporate the above-mentioned features, as taught by Carney, in Szlam's system in order to allow the user or system administrator to group agents into workgroups, to allow for ease of managing the agents for common tasks by a system administrator.

Referring to claim 4, Szlam et al. teach using relationship key field to manage the call center includes: presenting a user ("system administrator") with plurality of statistics display options corresponding to a selected resource relationship profile (col. 18, lines 51-60); receiving a user selection of a selected statistics display option corresponding to a selected resource relationship profile (col. 19, lines 4-6 - assigning or dividing agents between the campaigns by the system administrator).

Szlam et al. do not teach obtaining call center statistics from plurality of resources having a matching resource relationship key field matching a selected

Art Unit: 2642

resource relationship key field of selected resource relationship profile and displaying call center statistics from plurality of resources having matching resource relationship key field.

Carney teaches obtaining call center statistics from plurality of resources having a matching resource relationship key field matching a selected resource relationship key field of selected resource relationship profile (col. 5, lines 23-26); and displaying call center statistics from plurality of resources having matching resource relationship key field (col. 5, lines 28-30).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of obtaining call center statistics from plurality of resources having a matching resource relationship key field matching a selected resource relationship key field of selected resource relationship profile and displaying call center statistics from plurality of resources having matching resource relationship key field, as taught by Carney, in Szlam's system, in order to assist the system administrator in managing the call center. For example, reassigning agents between different call campaigns.

Claim 5 is rejected for the same reasons as claim 1. Furthermore, Szlam et al. teach relationship key field is used to control defining of call center strategies (col. 7, lines 26-65); and Carney teaches relationship key field is used to control defining of call center strategies (col. 4, lines 28-34 and col. 5, lines 5-14 and col. 6, lines 10-23).

Referring to claim 6, Szlam et al. teach a computer-implemented method of managing strategies and actions in a call center comprising: establishing action detail

Art Unit: 2642

data defining generic actions (col. 4, lines 31-32) that can be taken in call center; establishing goal data defining goals to be achieved within call center (col. 11, lines 49-52 and col. 23, lines 41-52); presenting to a user generic actions defined by action detail data; and receiving at least one user selection of a selected generic action from generic actions limitations are rejected for the same reasons as discussed above with respect to claim 1; adding the user defined action detail data to the generic action data to create an available action (col. 5, lines 56-66 - modifying the strategy scripts where user-defined actions are stored); assigning at least one selected available action to at least one user-defined threshold for selected goal such that selected available action occurs when at least one user-defined threshold is reached (col. 5, lines 60-62). Adding user defined action detail data such as number of calls answered, idle time, time spent talking to customers etc and user-defined threshold such as calls in a queue such that said user-selected available action (i.e. voice mail) will occur when user-defined threshold is met. These features are well known and the advantages of using them are also well known.

Referring to claims 7 and 8, Szlam et al. teach multiple thresholds including an optimization minimum, an optimization realization, and an optimization maximum wherein a user-selected available action is assigned to each multiple thresholds (col. 5, lines 56-66 - defines strategy threshold includes multiple levels of hit rates, for example, low hit rate, high hit rate from col. 3, lines 14-34).

Claim 9 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Szlam et al. teach receiving a user (system administrator)

Art Unit: 2642

selection of a selected goal (col. 10, lines 38-41). Obviously, prior to selecting a goal, the goals must be presented to the system administrator in order to pick the selected goal from.

Referring to claims 10-12, Szlam et al. teach user-defined thresholds, and selected available actions are received and assigned to strategy profile, and a plurality of available actions are created (col. 5, lines 56-67).

Claim 13 is rejected for the same reasons as discussed above with respect to claims 4, first limitation of claim 5, and claim 6. Furthermore, Szlam et al. teach indicating when the user-defined strategy threshold of one of the plurality of goals has not been reached (col. 5, lines 24-29).

Referring to claim 14, Szlam et al. teach the call center statistics data includes call center queue statistics data (col. 9, lines 35-63).

Referring to claim 15, Szlam et al. teach the call center queue statistics data is organized according to call center tasks (col. 15, lines 64-66).

Claims 17 and 18 are rejected for the same reasons as discussed above with respect to limitations of claims 6 and 13.

Referring to claim 19, Szlam et al. teach the task classes include service level (col. 7, lines 27-32), volumes (col. 3, lines 14-20). Carney teaches agent workgroups (col. 2, lines 22-29), individual agent (col. 2, lines 57-61 - the agent belong to a workgroup), and call tables (col. 1, lines 63-65 - system routing calls).

Claims 20-24 are rejected for the same reasons as discussed above with respect to claims 6, 15, and 17.

Art Unit: 2642

Claim 25 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Carney teaches a relationship manager (system administrator), responsive to a user input, for accessing said call center resource data, for creating a graphical user interface (col. 4, lines 35-36) presenting the plurality of different call center resources defined by said call center resource data to user, for assigning user-selected resources to a relationship profile (call center), and for associating a relationship key field to call center resource data corresponding to each of user-selected resources (col. 4, lines 28-39).

Referring to claims 27 and 36, Carney further teaches a call center resource relationship management system is implemented on at least one personal computer utilizing a WINDOS-based operating system (col. 3, lines 52-54).

Claim 28 is rejected for the same reasons as discussed above with respect to claims 1, 6, and 25. Furthermore, Carney discloses a call center strategy and action management system for use in a call center comprising: action detail data defining a plurality of generic actions (col. 4, lines 31-32) that can be taken within said call center; an action builder.

Claims 29-32 are rejected for the same reasons as discussed above with respect to claims 7 and 8.

Claim 33 is rejected for the same reasons as discussed above with respect to claims 25 and 28.



Art Unit: 2642

3. Claim 16 is rejected under 35 U.S.C. 103(a) as being unpatentable over Szlam et al. (U.S. Patent 5,594,791) in view of Carney (U.S. Patent 5,784,452) and further in view of Walker et al. (U.S. Patent 6,125,178).

Referring to claim 16, Szlam et al. teach the call center tasks include inbound (col. 20, lines 1-7), outbound (col. 19, line 66 through col. 20, line 1), e-mail (col. 4, lines 33-35). Szlam et al. do not teach call center tasks include web chat.

Walker et al. (U.S. Patent 6,125,178) teach while caller is in a queue waiting for a next available agent, the caller is given an option to enter a chat room (see abstract, lines 11-14)

It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Szlam's system to include web chat as part of call center task, as taught by Walker, so that when caller being put on hold waiting for next available agent can enter a chat room so that the caller can converse with other callers that have similar problems and that particular may not need assistance from an agent anymore.

4. Claims 34 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Szlam et al. (U.S. Patent 5,594,791) in view of Carney (U.S. Patent 5,784,452) and further in view of Clare et al. (U.S. Patent 5,465,286).

Referring to claim 34 and 35, Carney teaches the call center management system further including: statistics data representing statistics pertaining to resources in call center (col. 6, lines 24-28); and a statistics display manager, responsive to user

Art Unit: 2642

input, for monitoring statistics (col. 3, lines 47-49) and for creating at least one graphical user interface (col. 4, lines 35-36). Szlam and Carney do not teach displaying statistics in at least one user-defined format based upon one of relationship profiles, wherein statistics display manager accesses strategy profiles, compares statistics with at least one user-defined threshold, and provides an indication in graphical user interface when threshold has not met.

Clare et al. teach a system and method for supervising and automatic call distribution telephone system, wherein the prediction of pending abandonment of queued calls, pending loss of calls, and the potential financial impact of ending loss of calls are displayed (see Abstract).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features mentioned above, as taught by Clare, in Carney's system in order to assist supervisor in managing the call center.

### ***Response to Arguments***

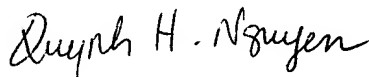
5. Applicant's arguments with respect to claims 1, 4-25, and 27-36 have been considered but are moot in view of the new ground(s) of rejection.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-7489. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

Art Unit: 2642

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on 571-272-7488. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



**Quynh H. Nguyen**  
**Patent Examiner**  
**Art Unit 2642**